

HANDBOOK FOR LIQUOR LICENSEES

Washington State
Liquor Control Board

SPIRITS, BEER, AND WINE RESTAURANT LICENSE

TAVERN LICENSE

BEER AND/OR WINE LICENSE


SNACK BAR LICENSE

SPORTS ENTERTAINMENT FACILITY LICENSE

NONPROFIT ARTS ORGANIZATION LICENSE

MOTEL LICENSE

BED AND BREAKFAST LICENSE



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VISION, MISSION, VALUES, GOALS

Vision

Enhancing the quality of life in the State of Washington by effective enforcement of liquor laws while maximizing revenues through responsible alcohol sales.

Mission

The mission of the Liquor Control Board is to serve the public by preventing the misuse of alcohol and tobacco through controlled distribution, enforcement, and education; and provide excellent customer service by operating efficient, convenient, and profitable retail stores.

Values

In conducting WSLCB business, we demonstrate:

Respect for people
Honest and clear communication
Professional conduct
Accountability by honoring our commitments
Involvement and inclusion of stakeholders and employees

Goals

- (1) *Maximize revenues to the citizens of Washington.*
- (2) *Enhance public safety by enforcing liquor and tobacco laws.*
- (3) *Educate the public about the WSLCB mission and contributions to the community.*
- (4) *Recruit, develop, retain and value a high-quality, diverse workforce.*
- (5) *Modernize existing business systems and improve service delivery.*

INTRODUCTION

As a business owner and liquor licensee, you create jobs in the community and provide a valued service to your neighbors and customers. The Washington State Liquor Control Board wants to help you run a profitable business selling alcohol lawfully and responsibly.

The Liquor Control Board issues all state liquor licenses, it also is responsible for regulating the sale and distribution of all alcohol products in the state. These laws and rules are designed to ensure the safety and welfare of the public and your patrons.

As a liquor licensee it is your responsibility to follow Washington State's liquor laws and rules. This handbook summarizes your key responsibilities and refers you to the text of various laws and rules for more information. You can access a copy of these laws and rules on the Liquor Control Board's Internet site: www.liq.wa.gov. *(In Washington State, laws are passed by the Legislature and are referred to as RCWs, which stands for Revised Codes of Washington. Rules are passed by state agencies to implement laws, and are referred to as WACs, which stands for Washington Administrative Codes.)*

You also will work closely with your local Liquor and Tobacco Enforcement Officer, who can answer questions about the laws and help you operate safely and legally while serving your customers' needs.

This booklet was designed to help you understand the state's liquor laws, apply them in your daily business operations, and train your employees. Working together, we can make Washington a safe and productive place to live and work. If you have questions about liquor laws or rules, please call your local Liquor Control Board Enforcement office. A list of offices is on page 38.

CHAPTER 1: LAWS AND RULES FOR ALL LIQUOR LICENSEES

The following pages contain information on liquor laws and rules that apply to all licensees.

VERIFYING IDENTIFICATION

In Washington State it is illegal to sell or serve alcohol to anyone under 21 years of age or to allow a person under 21 to possess or consume alcohol on your premises. (RCW 66.44.270)

Before serving a customer alcohol, assess if the person appears to be less than 21 years old or is of questionable age. We recommend that you check the ID of any customer who appears younger than 30. Following are the acceptable forms of ID for age verification. (RCW 66.16.040, and 66.20.160)

A Driver's License or Instruction Permit — A driver's license or instruction permit issued by any U.S. state or any Canadian province. (If the customer's Washington license has expired, he or she must *also* show either a valid temporary driver's license with the expired card, or have a current expiration extension sticker on the card).



Prior License Format



Current License Format

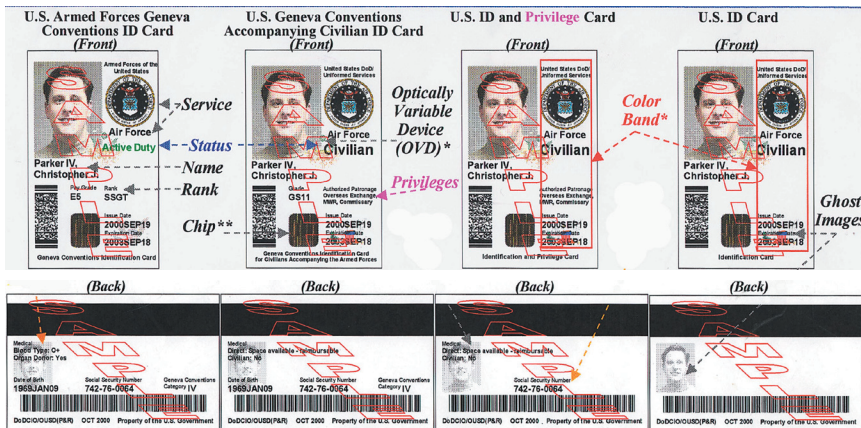


**Vertical
format
issued
only to
persons
under 21.**

You may see Washington driver's licenses presented for identification that are punched. These punched IDs are acceptable if 1) the card is not expired, and 2) the punch is not through the photo, date of birth, expiration date, or signature.

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A U.S. Military ID — An official U.S. Military ID card, including active duty, reserve, retired, and/or dependent card. U.S. Military identification cards come in different styles and colors. Usually the expiration date is on the front and the date of birth is on the back. Some U.S. Military ID cards do not contain signatures—but they are still acceptable to verify age.



A Merchant Marine ID — A Merchant Marine ID issued by the U.S. Coast Guard.

A State Liquor Control ID - An official age identification card issued by the liquor control authority of any U.S. state or Canadian province.

A State ID Card - An official state ID card issued by an U.S. state or Canadian province.

An Official Passport - Issued by any nation.

Do not accept other forms of ID such as birth certificates, school or work identifications, Social Security cards, or other ID cards. These are not legal for proof of age for liquor service in Washington.

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CHECK FOR SIGNS OF INTOXICATION

Licensees and their employees need to know the signs of intoxication. This handbook can help you recognize when a customer has had too much to drink. It is illegal to serve or sell alcohol to anyone who appears to be intoxicated. It is also illegal to allow anyone who appears to be intoxicated to possess or drink alcohol on your premises. When in doubt...don't serve alcohol. Serving alcohol to an intoxicated person can result in the loss of your liquor license and criminal charges.

(RCW 66.44.200 and WAC 314-11-035)

Federal and state laws prohibit discrimination against a person due to a disability. If a disability appears to explain a warning sign for possible intoxication, such as unsteady walking due to leg braces or drooping eyelids due to blindness, look for additional signs that may signal intoxication. Since some characteristics of certain disabilities may mimic signs of intoxication, only through diligent communication can you assure that individuals with disabilities are treated fairly. Do not be afraid to ask questions.

Remember, alcohol affects everyone differently. A person's level of intoxication may depend on how fast the person is drinking, the amount of food consumed, mood and other factors. Following are some of the most common signs of intoxication.

Lack of physical coordination

Spilling drinks can be a sign of intoxication, especially if it happens more than once. This may show that your customer has lost muscle control. Watch to see if the customer misses their mouth when raising their glass to drink.

Carelessness or clumsiness with money

Watch to see if your customer is dropping cash on the floor, has trouble picking it up or getting his/her wallet out, or cannot count out the right amount to pay for a drink.

Cigarette handling

Is your customer lighting more than one cigarette at a time, or lighting the wrong end? Look for cigarettes left forgotten and burning in ashtrays, this can be a clue to the customer's general state of awareness.

Unsteady walking

Watch for customers who are bumping into furniture or other customers.

Behavior changes

- Some customers who have had too much to drink will become loud, pick fights, and/or swear. Some will complain about your service, the cost of your drinks, or the way they were mixed.
- Some customers become very friendly when they are drinking. A person who becomes unusually entertaining and boisterous can be just as intoxicated as someone who is causing trouble. Watch for customers who are buying rounds of drinks for strangers. Excessive bragging may also be a giveaway.
- Keep an eye out for customers who lose their concentration and train of thought during conversation, or avoid eye contact. Look for bobbing heads or drooping eyelids.

Speech patterns

Talk to your customers. If you don't already know them, it will help you recognize any changes in their speech as they are drinking. Look for:

- Loud talking
- Bragging
- Arguing
- Swearing
- Complaining
- Slurred speech
- Talking slowly and deliberately
- A strong odor of alcohol

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A summary sheet of this information is available from your local enforcement office. Be on the lookout for the first warning signs of intoxication. Early action on your part may prevent your customer from becoming a problem. Remember, it takes about one hour to take away the effect of one drink. Keep a mental note of how many drinks your customers have had.

PREVENTION STRATEGIES

Slow down service

Try to casually avoid the customer's table and delay ordering and serving drinks.

Suggest food

Eating slows down the absorption of alcohol into the body. Also, the time spent eating is time the customer is not drinking. Suggest high-protein foods like nuts, cheese, and meats. Avoid salty foods—salt makes people thirstier.

Suggest nonalcoholic drinks

You can suggest a nonalcoholic drink, such as a soft drink, juice, or coffee when you think a customer has had too much to drink. There are also many nonalcoholic wines and beers available today. (Don't compromise by serving a customer a watered-down drink. It is illegal to substitute a drink without the customer's knowledge. If a customer is intoxicated, it is illegal to serve him or her any alcohol.)

Get the customer's group to back you

Talk to the customer's friends at the table. You may help them recognize that their friend is in trouble. Also, friends can often be more persuasive.

Refusing service to a customer

Refusing alcohol service can be difficult. The key is to observe your customers carefully. Remember how dangerous an intoxicated customer is behind the wheel of a car. Patrons who aren't driving may be equally at risk walking, taking a taxi or riding with friends. Your decision not to serve an intoxicated customer not only could save your liquor license, it also could save someone's life.

When it's time to cut off service and remove a customer's drink:

- Establish and support a policy to back up servers who decide it is necessary to cut someone off. Train servers to notify the manager on duty when they are about to refuse service. Their decision may need back up if the customer gets angry.
- Be courteous, but firm. Be friendly, but don't back down on your decision or bargain with the customer. Let the customer know that you want him or her to get home safely.
- Remain calm and respectful. Avoid arguing. Don't provoke the customer by embarrassing him or her. Avoid statements like, "You're drunk" or "You've had way too much to drink."
- Let the customer know your job or license is at risk. Don't hesitate to tell the customer you could lose your license or job for overservice
- Find transportation. It's recommended that your business have a policy for getting intoxicated customers home safely. A cab service could be the right move for a customer who isn't drinking with friends or whose friends are also intoxicated.
- If the customer refuses to cooperate or becomes disorderly, call the police or sheriff and be willing to sign a complaint. Protect your business license and reputation.

Remember, state law does not prohibit intoxicated customers from remaining in the establishment as long as they are not consuming or possessing liquor or being disorderly. You may invite them to remain on your premises and encourage them to eat.

CHAPTER 1: LAWS AND RULES FOR ALL LICENSEES

ALCOHOL IN THE BLOODSTREAM: WHAT'S LEGAL?

In Washington, a person cannot legally drive if his/her blood alcohol concentration is .08 percent or above. Alcohol affects everyone differently. The following charts may give you an idea of how many drinks can affect a Customer. Copies of these charts are available at no charge from your local liquor enforcement office. Remember, these charts are only guidelines.

The actual effect of alcohol on a person may depend on:

- How much food has been eaten
- Time of day
- The person's mood
- Mixer used in the drink
- Drugs in the bloodstream

FEMALE								
WOMEN ARE 8% TO 10% MORE SUSCEPTIBLE TO THE AFFECTS OF ALCOHOL								
NUMBER OF DRINKS PER HR.	PERCENT OF ALCOHOL IN BLOODSTREAM							
	FEMALE BODY WEIGHT IN POUNDS							
	100	120	140	160	180	200	220	240
0	ONLY SAFE DRIVING LIMIT							
1	.05	.04	.03	.03	.03	.02	.02	.02
2	.09	.08	.07	.06	.05	.05	.04	.04
3	.14	.11	.10	.09	.08	.07	.06	.06
4	.18	.15	.13	.11	.10	.09	.08	.08
5	.23	.19	.16	.14	.13	.11	.10	.09
6	.27	.23	.19	.17	.15	.14	.12	.11
7	.32	.27	.23	.20	.18	.16	.14	.13
8	.36	.30	.26	.23	.20	.18	.17	.15
9	.41	.34	.29	.26	.23	.20	.19	.17

This information is provided for general education purposes only. The blood alcohol levels indicated are based on average response to alcohol. Individual blood alcohol concentration levels will vary.

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MALE								
NUMBER OF DRINKS PER HR.	PERCENT OF ALCOHOL IN BLOODSTREAM							
	MALE BODY WEIGHT IN POUNDS							
0	100	120	140	160	180	200	220	240
ONLY SAFE DRIVING LIMIT								
1	.04	.03	.03	.02	.02	.02	.02	.02
2	.08	.06	.05	.05	.04	.04	.03	.03
3	.11	.09	.08	.07	.06	.06	.05	.05
4	.15	.12	.11	.09	.08	.08	.07	.06
5	.19	.16	.13	.12	.11	.09	.09	.08
6	.23	.19	.16	.14	.13	.11	.10	.09
7	.26	.22	.19	.16	.15	.13	.12	.11
8	.30	.25	.21	.19	.17	.15	.14	.13
9	.34	.28	.24	.21	.19	.17	.15	.14

This information is provided for general education purposes only. The blood alcohol levels indicated are based on average response to alcohol. Individual blood alcohol concentration levels will vary.

NO DRINKING ON THE JOB

No employee or licensee may drink alcohol while on duty. Employees and licensees who are drinking on duty cannot effectively judge the age or sobriety of customers. (WAC 314-11-015)

CUSTOMER CONDUCT

Persons who become disorderly or conduct themselves in a manner that threatens a patron or employee's safety may not be allowed to remain on the premises. Licensees are responsible for the disorderly conduct of customers **anywhere on their licensed premises**, including, for example, parking lots and outdoor service areas. If a fight breaks out on your premises or you think there is a threat of violence, call the police.

(WAC 314-11-015)

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HOURS OF ALCOHOL SALES

The law allows liquor to be sold, served, and consumed between 6 a.m. and 2 a.m., seven days a week.

Local governments may pass ordinances establishing earlier closing hours. Licensees should check local ordinances to find their community's legal hours. (WAC 314-11-070)

RIGHT TO INSPECT

Liquor and Tobacco Enforcement Officers, as well as your local police, have a right to inspect liquor licensed premises and do the following:

- Examine books and records.
- Take samples of liquor for analysis.
- Inspect any premises for which a license, banquet permit, or any other permit has been granted.

The inspections are made to ensure licensees are complying with liquor and tobacco laws and rules.

(RCW 66.28.090, 66.08.130, and 66.08.140)

RECORD KEEPING

The following records must be made available for inspection if requested by the Liquor Control Board: Purchase invoices and supporting documents, bank statements and cancelled checks for business accounts, business accounting and tax records, and records of all financial transactions related to the business. Keep these records for at least two years. (WAC 314-11-090 and 314-11-095)

LIGHTING

In all portions of the premises where alcohol is served or consumed, lighting must be sufficient to check ID and to observe patrons for the enforcement of liquor laws and rules, including apparent intoxication. (WAC 314-11-055)

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REMODELING

Changes in the physical setup of your place of business may require prior approval from the Liquor Control Board, such as extending the location of alcohol service onto a patio or deck, changing the size of a dining room or lounge, etc. No approval is needed for refurbishing, i.e., painting walls, installing new carpet or furniture, etc. (See WAC 314-02-130 for more information)

ACQUIRING AND PRICING LIQUOR

Retail liquor licensees can legally purchase alcohol from the following sources: (RCW 66.44.150)

Beer and Wine

- A licensed Washington distributor (including a licensed Washington brewery or winery that distributes its own product)
- A Washington State Liquor Control Board state-run or contract liquor store

Spirits

- A Washington State Liquor Control Board state-run or contract liquor store

All liquor must be sold at a price that is not lower than what the licensee paid for the liquor. Licensees may serve complimentary liquor drinks on special occasions, such as birthdays and anniversaries. Licensees may also provide free liquor to customers who have received a bad meal or poor service. However, **free liquor cannot be used or advertised as a business promotion.** (WAC 314-52-114)

RETAIL LIQUOR ADVERTISING

Common advertising questions asked by retail licensees:

HAPPY HOUR

- The advertising of “Happy Hour” is permitted.
- Retailers cannot require the customer to purchase more than one drink at a time in order to receive a reduced price. This would include such advertising as “Two for the price of one,” “buy one, get one free,” etc. This type of advertising is considered to promote overconsumption.
(WAC 314-52-110)
- Retail licensees may offer reduced price drinks and special pricing, as long as it does not put the price below cost of acquisition.
- Advertising of “Happy Hour” cannot promote overconsumption, for example “Bottomless Margaritas,” “All you can drink,” etc.

FREE OR COMPLIMENTARY LIQUOR

- Advertising may not refer to “free” or “complimentary,” whether or not it is combined with a meal or event.
- Retailers may offer package deals. For example, “**Included** with your meal/room/event is a beverage of your choice,” “Dinner **includes** a bottle of wine,” “**Included** with your room is a bottle of champagne.” The cost of the meal, etc., must cover the cost of the alcoholic product.
- Retailers cannot offer to treat customers as part of a promotion.

NOVELTY ITEM VS. POINT-OF-SALE ITEM

- Novelty items provide a utilitarian benefit to the retailer.
- The retail licensee may purchase novelty items from the manufacturer, importer, or distributor at not less than cost of the item. They cannot accept, purchase or barter with radio stations for branded merchandise.
- Examples of novelty items: napkins, coasters, cups, glassware, clothing, pool table lights, chalk art, and customized material.
- Point-of-sale material and brand signs have no value to the retailer except as brand advertising.
- Permanent POS, such as neon signs, branded mirrors, and display bins, may be displayed at no charge to the retailer. Permanent point-of-sale items must remain the property and responsibility of the liquor supplier.
- Liquor manufacturers, importers and distributors may provide disposable POS, such as matches, brochures, and posters to the retail licensee. The retail licensee may provide these items to its customers.
- Banners may be provided as POS, provided they are not customized to the retail premises. Such banners may include product name, product price, product size and product information.
- If a banner is imprinted with information customized to the premises it must be purchased by the retailer. For example, if the retailer adds prices of food, or advertises an event on a product banner, they must then purchase the banner.
 - Examples: An outdoor banner imprinted with “Sonics Headquarters – MGD \$1.50” must be purchased by the retailer. “Official Sports Bar – Cold Bud Light” must be purchased.

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- “MGD Regular Price \$2.00, now \$1.50”, no purchase required. “Go Sonics – Bud Light \$1.50”, no purchase required.
- Costumed mascots are limited in their activities to socializing with customers. Costumed mascots, including “girls” as well as other employees of the liquor manufacturer or distributor, cannot hand out point-of-sale materials to customers.
(WAC 314-52-080, 314-52-113)

Contact the board’s advertising coordinator at 360-664-1725 or scf@liq.wa.gov, with any questions.

REQUIRED SIGNS FOR ALL LICENSEES (WAC 314-11-060)

Master Business License

All businesses are required to conspicuously post the business's current and valid Master License, showing all classes of licenses and endorsements.

Firearms Prohibited

Firearms prohibited signs, which are available at your local enforcement office, must be posted in each **tavern** and **lounge**.

Fetal Alcohol Syndrome (FAS) Warning Signs

All retail liquor licensees or licensees with retail privileges are required to post warning signs provided by the LCB which educate the public about the birth defect Fetal Alcohol Syndrome (FAS). Signs are available from your local enforcement office.

Restaurants, bars, and clubs must post the FAS signs in plain view at the main entrance and in the women's restroom closest to the area where liquor is served.



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Airports, convention centers, and sports facilities must post a FAS warning sign in a place that is clearly visible to the majority of patrons entering the liquor licensed portion of the premises.

No Persons Under 21

Tavern licensees and spirits, beer, and wine licensees who do not allow persons under twenty-one years of age must post a sign prohibiting minors in a conspicuous location at each entry to the premises. The sign must contain the following language:

"Persons under twenty-one years of age not permitted on these premises."

Restaurants that do not permit persons under 21 on a portion of their premises must post a sign at each entry to a restricted area and state "Persons under twenty-one years of age not permitted in this area." Signs are available at the nearest enforcement office or can be designed by the licensee as long as the required language is included.

PROTECTING YOUR LICENSE

The following suggestions could help you protect yourself, your business, and your license:

- Have a written company policy that clearly spells out your rules for dealing with intoxicated customers, checking ID, and other important alcohol service issues.
- Train your employees so they understand your policies and know how to carry them out on the job.
- Have your employees sign your written policy statement, certifying that they have read and understand your policies.
- Provide snacks (high protein foods in particular) and nonalcoholic beverages to your customers.
- Back up your employees when they decide to refuse sale or service to a customer.

PROHIBITED PRACTICES:

RETAIL & NON-RETAIL RELATIONSHIPS

(RCW 66.28.010, WAC 314-12-114)

Washington State has laws and rules regarding the relationship between alcohol manufacturers, distributors, and retailers.

Following is a list of important rules you need to know:

- Retail licensees may not have any financial interest in or with any alcohol manufacturer, importer, or distributor.
- Unless specifically allowed by law or rule, retail licensees may not accept any discounts, gifts, loans, premiums, rebates, treats, or services from any alcohol manufacturer, importer, or distributor.
- Manufacturers, importers and distributors may not give, lend, or rent any equipment, fixtures, or supplies to retail licensees. They may, however, sell them on a cash basis at not less than their cost of acquisition.
- Distributors may build, rotate, and restock displays and price products of their own brands for the retailer. A distributor can only handle another beer/wine distributors' products with reasonable prior notice (at least 24 hours). A beer/wine distributor may NOT handle other grocery items.
- Retail licensees may not enter into any agreement to sell any particular brand(s) of alcohol beverage to the exclusion of another brand.
- Distributors may not make any sale of beer or wine dependent upon the purchase of any other product or item.
- Distributors may only take back beer or wine that was delivered to a retailer in error, if the error is discovered and corrected within 8 days of the delivery.
- Distributors may replace outdated products with the identical quantity, type and brand of products.
- Manufacturers and Distributors may not extend credit to retail licensees. Checks, credit card, debit card, or electronic funds transfer payments that are returned for insufficient funds may be considered an extension of credit and therefore a violation.

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PENALTIES

The Liquor Control Board issues penalties for violations of liquor laws or rules. These violations are categorized into three groups.

(CHAPTER 314-29 WAC)

Group one, public safety violations. The standard penalty for this category of violations range from a 5 day suspension or a \$500 dollar fine, to license cancellation. These violations include:

- Minor frequenting a tavern, cocktail lounge, or other age restricted area
- Sales or service of alcohol to persons under 21 years of age
- Allowing or engaging in criminal conduct
- Allowing disorderly conduct on the licensed premises
- Alcohol sale or service to an intoxicated person, or allowing consumption and/or possession of alcohol by an intoxicated person
- Refusing to allow an inspection by a law enforcement officer

Group two, conduct violations. The standard penalty for this category of violations range from a 5-day suspension or a \$250 dollar fine, to license cancellation. These violations include:

- An employee under legal age or with no mandatory alcohol server training permit
- Required food service not available
- Alcohol sales, service, removal, or consumption between 2 a.m. and 6 a.m.
- Misuse of license or unauthorized use of license

Group three violations are for regulatory violations. The recommended penalty for this category of violations range from a 5-day suspension or a \$100 dollar fine, to a 20-day suspension. These violations include:

- Advertising violations
- Inventory below amount required
- Failure to properly register kegs
- Unauthorized alterations, change of trade name, or added

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- activity
- Inadequate lighting
- Alcohol purchased from unauthorized source or sale of alcohol below cost

KEG SALES

Any licensee who sells beer for off-premises consumption in kegs or other containers holding four or more gallons of beer must:

- Require the purchaser to provide at least one piece of acceptable identification.
- The licensee or employee and the purchaser must fill out a keg registration form, provided by the LCB through your local enforcement office.
- The seller affixes the keg registration form to the keg before it's removed from the premises.
- The keg registration receipts must be kept available for inspection as a part of the licensee's business records for a minimum of 1 year.

Books of keg registration forms are available from your local liquor enforcement office. Do not trade keg registration books or forms with other licensees--the numbers on the forms are recorded and checked out to your business.

(RCW 66.28.200 and RCW 66.28.260)

CHAPTER 1: LAWS AND RULES FOR ALL LICENSEES

PRIVATE COMPLIANCE CHECKS

Once approved by the Board, retail liquor licensees may conduct their own compliance checks using minors, under specific guidelines. (RCW 66.44.290, chapter 314-21 WAC)

Licensees who conduct private compliance checks, or “in-house controlled purchase programs,” can improve their employee training on preventing the sale of alcohol to minors. In a controlled situation, the licensee would hire an 18, 19, or 20 year old person to attempt to purchase alcohol.

Before conducting private compliance checks the following apply:

- Licensees must receive prior written approval from the Liquor Control Board before conducting a controlled purchase program.
- Licensees can use their own employees or can contract with a third party to conduct a controlled purchased program.
- It is the licensee’s responsibility to ensure the program meets the requirements of the law and rules.

Chapter 314-21 WAC outlines specific guidelines for controlled purchase programs. For more information, contact your local enforcement office. For a copy of the rules on private compliance checks, chapter 314-21 WAC, please go to our website at www.liq.wa.gov (go to “Laws & Regulations,” and then “Current Laws & Regulations.”)

CHAPTER 2: SPIRITS, BEER, AND WINE RESTAURANT LICENSE

Spirits, beer, and wine restaurant licensees may sell beer, wine, and spirits by the individual glass. The following pages outline the rules and policies that apply to spirits, beer and wine restaurant license holders.

WORKING WITH YOUR ASSIGNED LIQUOR STORE

The law requires that licensees purchase spirituous liquor, at discount, through a state liquor store or contract liquor store.

You must be 21 years of age or older to pick up liquor orders.

The goal of the Liquor Control Board's Retail Services Division is to give you the best possible service without compromising service to our retail customers. This information may assist you in expediting, ordering, and picking up liquor supplies.

Store Assignment

Within a few weeks of applying for your license, you will receive a letter assigning you to a state liquor store or contract liquor store. This letter provides the address, phone number, and store manager's name. Call or visit the store manager to arrange order dates and scheduled pick up times that will be convenient for you and the store. The store must receive your initial order two weeks in advance of the date you wish to pick it up to ensure the items you want are available in the store.



CHAPTER 2:

SPIRITS, BEER, AND WINE RESTAURANT LICENSE

Assigning a specific liquor store to a licensee helps store personnel:

- Balance the workload among stores so your order will receive speedy service;
- Get to know you and any of your employees who pick up the order so we can give your order personal attention, and;
- Ensure that the liquor store's inventory is adequate to meet your needs.

If you wish to change store assignments, fax or mail the store's District Manager the following information. Any liquor store employee can provide you with the contact address and fax number.

- Your liquor license number (purchase permit) found on your master business license;
- Location of the store where you are currently assigned and the store you want to be assigned to, and;
- The reason why you are requesting a change of store assignment.

Your new store assignment will be effective within two weeks of the District Manager's approval.

MEET YOUR LIQUOR STORE MANAGER

Please discuss your ordering needs with the store manager. Here are some tips for working with your assigned liquor store:

- Be prepared to provide a copy of your purchase permit each time an order is picked up. Because of changes in store staff and licensee staff, the permit will ensure the correct order is delivered to the correct licensee.
- Please avoid placing more than one order a week. This will help us give you the best possible customer service.
- Work out a mutually convenient schedule with your store manager for picking up your order.
- Avoid ordering tenths (375 ml) if possible.

CHAPTER 2:

SPIRITS, BEER, AND WINE RESTAURANT LICENSE

- If your average use of one brand and type of spirits is less than one half case per week, a full case will be shipped. You may order this item every other week.
- Many of the smaller volume stores and contract liquor stores do not carry every liquor item. However, most of those items are available from the Board's Distribution Center and can be ordered for you.
- Brands not in the price list may be special ordered in case quantities. The next time you are at your local liquor store, pick up a copy of the customer information bulletin that will explain how to order any item available for sale in the United States.

PAYMENT FOR LIQUOR

You can pay for your liquor order by certified check, money order, or cash. Beginning October 1, 2004, Licensees may pay for purchases using debit or credit cards.

If you wish to pay by company check and have **not** had your liquor license for at least **two years** you must supply the Board with a letter of credit from your bank.

If you have held this liquor license for at least two years you can apply to use a company check at your assigned liquor store.

To apply, pick up a Check Acceptance Agreement application at your assigned liquor store. After completing the application, the store manager will forward it to the Financial Division for processing.

If a licensee has multiple employees to whom they want to give signature rights, they must get a separate card for each of those employees. The signature on the back of the credit card must match the signature on the sales receipt. Debit cards use PIN numbers so signatures are not an issue.

CHAPTER 2:

SPIRITS, BEER, AND WINE RESTAURANT LICENSE

Emergency Orders

We understand there are times when you will need to place an immediate order. If your assigned store is closed, phone the next most convenient liquor store. They will take your order and tell you when it will be ready for pick-up. Emergency orders are 12 bottles or less.

Remember to take a copy of your purchase permit with you when picking up your order from another store.

Changes in Buying Habits

Once your assigned liquor store becomes familiar with your buying habits, it will be easy to anticipate your order.

If you anticipate a significant change in your order, such as brand names, an increase or decrease, please give your store manager as much notice as possible. A notice of two weeks will allow store managers to adjust store inventory and accommodate your needs.

ALLOWING OR RESTRICTING MINORS

Minors Prohibited signs must be posted at all entrances to restricted areas.

A spirits, beer, and wine restaurant licensee may exclude patrons under 21 years of age from the entire premises at all times or at certain times as approved by the Board's Licensing and Regulation Division. (WAC 314-11-060)



FLOOR SPACE

Licensees must place an identifiable barriers around areas that are restricted from persons under 21 years of age. These barriers must be at least 42 inches high, and the opening to these barriers may not be more than 10 feet along any wall.

FOOD SERVICE REQUIREMENTS

Following is a summary of food service requirements for spirits, beer, and wine restaurants.

- You must maintain a menu of at least five different complete meals:
 - A complete meal means an entree plus as least one additional course.
 - The entrees must be heated by means of baking, roasting, broiling, or grilling, and must require the use of a dining implement to eat.
 - One of the five entrees may consist of a deep fried item or pizza.
 - The food items necessary to prepare the complete meals must be kept on the premises and must be edible.
- Provide complete meals at least five hours per day between 11 a.m. and 11 p.m., at least five days per week, plus any other day liquor is sold or served.
- If the premises is 100% dedicated dining area (no lounge or game rooms), complete meal service must be available at all times liquor is available for sale, service, and consumption.
- The hours of complete meal service must be conspicuously posted on the premises or listed on the menu.

CHAPTER 2:

SPIRITS, BEER, AND WINE RESTAURANT LICENSE

- A chef or cook must be on duty during complete meal hours.
- Outside the hours complete meals are served, maintain minimum food service any time liquor is sold or served:
 - This minimum food service must include sandwiches and/or short orders such as deep fried foods, hot d'oeuvres, soup or chili.
 - Snacks such as peanuts, popcorn or chips do not meet this requirement.
 - Notice of the availability of this minimum food service must be conspicuously posted or listed on the menu.
- You must maintain the kitchen equipment necessary to support the required complete meals.

(WAC 314-02-035)

CATERING

Spirits, beer, and wine restaurant licensees may apply for an added caterers endorsement. This endorsement allows you to take spirits, beer, and wine off of your licensed premises to cater events at approved locations. See page 37 for more information on a caterers endorsement.

MISCELLANEOUS GUIDELINES FOR SPIRITS, BEER, AND WINE RESTAURANT LICENSEES

- Persons under 21 are prohibited from working as a bartender in the lounge. Certain employees 18 through 20 years of age may enter the cocktail lounge under limited conditions.
(WAC 314-11-040)
- Spirituous liquor may only be sold by the individual glass to be consumed in the licensee's place of business. Sale by the individual glass means drinks in containers intended to hold an individual portion. Sale of martinis, manhattans, margaritas, and other cocktails served in pitchers, large glasses, or bowls from which two or more persons consume is prohibited.

CHAPTER 2:

SPIRITS, BEER, AND WINE RESTAURANT LICENSE

- Spirits, beer, and wine restaurants in hotels which have prior Board approval may sell liquor by the bottle to registered hotel guests for consumption in their rooms. (WAC 314-02-040)
- A spirits, beer, and wine restaurant may allow the customer to bring their own wine into the restaurant for consumption with a meal. The restaurant may charge a corkage fee. (WAC 314-11-065)
- Wine may be removed from a spirits, beer, and wine restaurant if it was ordered with a meal and if it is recorked or recapped. (Once recapped, you may want to remind your customers that it must be placed in the trunk of their vehicle. It is illegal to have it in the passenger portion of the vehicle.) (WAC 314-11-065)

CHAPTER 3: BEER AND/OR WINE RESTAURANT LICENSE AND SNACK BAR LICENSE

BEER AND/OR WINE RESTAURANT LICENSEES MAY SELL:

- Beer and wine by the opened bottle or can or by tap for on-premises consumption.
- Beer and wine in the original, unopened containers for off-premises consumption (if this privilege is applied for).
- Tap beer for off-premises consumption in a sanitary container holding less than four gallons of beer, and brought to the premises by the purchaser (if you also have the off-premises sale privilege).
- Beer in kegs or other containers holding at least four gallons (if you also have the off-premises sale privilege).

Recorked Wine

A beer and/or wine restaurant may allow the customer to bring their own wine into the restaurant for consumption with a meal. The restaurant may charge a corkage fee. (WAC 314-11-065)

Food Requirements

Beer and/or wine restaurant licensees must have food available for patrons during operating hours. The licensee must also have the necessary kitchen equipment on premises to prepare the available food. (WAC 314-02-042)

Minors

Persons under 21 are allowed in a beer and/or wine restaurant, unless the licensee has requested approval for a specific area of the restaurant to be classified as off-limits to minors.

Catering

Beer and/or wine restaurant licensees may apply for an added caterers endorsement. This endorsement allows you to take beer and wine off of your licensed premises to cater events at approved locations. See page 37 for more information on a caterers endorsement.

CHAPTER 3: BEER AND/OR WINE RESTAURANT LICENSE AND SNACK BAR LICENSE

SNACK BAR LICENSE

A **snack bar license** allows a licensee to serve beer by the opened bottle or can for on-premises consumption only.

Snack bar licensees must have food available whenever beer is sold or served. (WAC 314-02-065)

TAVERN LICENSEES ARE ALLOWED TO:

- Serve beer by the bottle or can or by tap for on-premises consumption.
- Serve wine for on-premises consumption.
- Sell beer and/or wine in the original, unopened containers for off-premises consumption.
- Sell tap beer for off-premises consumption in a container holding less than four gallons of beer, and brought to the premises by the purchaser.
- Sell beer in kegs or other containers holding at least four gallons of beer (see page 22 regarding the requirements for registering kegs).

No minors are allowed in a tavern, except as outlined below. Tavern licensees must display a sign prohibiting minors. Signs are available at no charge from your local liquor enforcement office.

The law allows persons between the ages of 18 and 20 to be in a tavern only under the following circumstances:

- If they are professional musicians, disc jockeys, or lighting and/or sound technicians supporting the musical group or disc jockey. There are specific guidelines for employing musicians 18-20 years old, please check with your local Liquor Enforcement officer.
- If they are performing janitorial duties after the tavern has closed.
- If they are employed by an amusement device company and they are installing, repairing, maintaining, or removing an amusement device.
- If they are a law enforcement officer, firefighter, or security officer that's on duty and not employed by the licensee.
(WAC 314-1-040 and WAC 314-11-045)

CHAPTER 5: SPORTS/ENTERTAINMENT FACILITY AND NONPROFIT ARTS ORGANIZATION LICENSE

SPORTS/ENTERTAINMENT FACILITY LICENSE

A **sports/entertainment facility license** is a spirits, beer, and wine license for arenas, coliseums, stadiums, or other facilities where sporting, entertainment, and special events are presented.

Sport/entertainment facilities must provide an operating plan that requests what type of liquor service they wish to have during what events. This plan must show how the licensee will handle crowd control and prevent overservice and service to minors. See WAC 314-16-270.

NONPROFIT ARTS ORGANIZATION LICENSE

A **nonprofit arts organization license** allows a bona fide nonprofit organization to sell beer, wine, and spirits by the individual serving in conjunction with artistic or cultural exhibitions or performances.

The nonprofit organization must be organized and operated for the purpose of providing artistic or cultural exhibitions, presentations, or performances or cultural or art education programs for viewing by the general public. See RCW 66.24.495(2) for specific organizational requirements.

MOTEL LICENSE

A motel license allows a motel to:

- Sell liquor in locked honor bars in no more than one-half of its guest rooms, provided that:
 - Rooms are rented to guests, at a minimum, on a daily rental basis; and
 - Each honor bar also contains snack food.
- Provide beer and wine by the individual serving to overnight guests of the motel, without additional charge, for on-premises consumption at a specified regular date, time, and place (such as a hospitality room). Patrons may not self-serve during these functions. (WAC 314-02-075)

HONOR BARS IN HOTELS AND MOTELS

An "honor bar" is a cabinet, box, cooler, or refrigerator in a guest room that can be opened only with a key, combination, magnetic card, or similar device. The following requirements apply to the use of an honor bar:

- The licensee must require proof of age before providing a guest access to an honor bar. The guest must sign a declaration, under penalty of perjury, verifying that:
 - The guest is twenty-one years of age or older; and
 - No one under twenty-one years of age will have access to the liquor in the honor bar.
- The honor bars must remain locked whenever the room is rented to a guest under twenty-one years of age.
- All liquor stored on the licensed premises must be either locked in an honor bar or locked in a secured liquor storage room.
- No person under twenty-one years of age may have access to the honor bars, liquor storage rooms, or keys, combinations, etc., to the locked honor bars or storage rooms.

CHAPTER 6:

MOTEL LICENSE AND BED AND BREAKFAST PERMIT

- A honor bar or storage room may only be replenished during those hours when liquor may legally be sold (not between 2:00 a.m. and 6:00 a.m.), and only by employees who are twenty-one years of age or older. Beer and wine wholesalers may deliver, price, and stock product only in storage rooms.
- Liquor in honor bars may only be sold in individual containers in the following sizes:
 - Spirits not to exceed fifty milliliters;
 - Beer not to exceed twelve ounces; and
 - Wine not to exceed one hundred eighty-seven milliliters. (WAC 314-02-080)

BED AND BREAKFAST PERMIT

A bed and breakfast permit allows a bed and breakfast lodging facility to serve beer or wine without charge to overnight guests, for consumption on the premises. (WAC 314-02-085)

CHAPTER 7: CATERER'S ENDORSEMENT

CATERER

Spirits, beer, and wine restaurants; beer and/or wine restaurants; and sports/entertainment facilities can apply for a caterer's endorsement. This endorsement allows you to remove the types of alcohol that you have approval to sell on your premises for service at:

- Events held by a non-profit society or organization; or
- Private events, such as receptions, held by invitation only.

The event cannot be held in an establishment that has a liquor license.

A copy of your Master Business License showing your liquor license class together with the catering privilege should be on display at each event you cater.

You are responsible to ensure that liquor is not sold or served to persons who are under 21 years of age or who appear intoxicated.

(RCW 66.24.430(6) and RCW 66.24.320(2))

CHAPTER 8: (MAST)MANDATORY ALCOHOL SERVER TRAINING

All licensees and employees of premises that serve alcohol for consumption on the premises must have a Mandatory Alcohol Server Training (MAST) permit. On-premises liquor licensees include restaurants, clubs, taverns, and sports/entertainment facilities. Employees must have their MAST permit within 60 days of employment.

Facts About MAST Permits

There are two types of MAST permits:

- 1) The Class 12 Mixologist Permit (must be at least 21 years old) is required for persons who:
 - manage persons who serve alcohol
 - work as a bartender
 - draw beer or wine from a tap
 - mix drinks
- 2) The Class 13 Servers Permit (must be at least 18 years old) is required for persons who:
 - take orders for beer, wine, or spirits
 - deliver drinks to a customer
 - pour beer or wine at a customer's table

Permits are good for five years, and must be available for inspection any time the permit holder is working. Permit holders must complete Mast Training classes every five years.

(WAC 314-17-015 and WAC 314-17-026)

MAST Training Classes

To get a MAST Permit, you must take a test from a trainer approved by the Board. The trainer will then issue the permit. There is a list of approved training providers on page 40. This list is kept current on the agency's web site: www.liq.wa.gov

CHAPTER 8: (MAST)MANDATORY ALCOHOL SERVER TRAINING

MAST Violations

The Liquor Control Board issues penalties to MAST permit holders who violate liquor laws.

The standard penalty for a MAST violation ranges from a minimum of a 5-day permit suspension or \$100 dollar fine to revocation of the permit. Following are examples of MAST violations:

- Sale or service of alcohol to persons under 21.
- Service of alcohol to an apparently intoxicated person, or allowing an intoxicated person to consume or possess alcohol.
- Service of alcohol after hours, or allowing alcohol to be consumed or possessed after hours.
- Allowing disorderly conduct on the licensed premises.
- Allowing minors to frequent a restricted area (such as a tavern or lounge).
- Obstructing a law enforcement officer and/or failure to allow an inspection.
- Failure to produce MAST permit and ID upon request.

Questions

For more information on MAST and authorized trainers, contact the Board's MAST Coordinator at (360) 664-1727.

CHAPTER 8: MANDATORY ALCOHOL SERVER TRAINING

WASHINGTON STATE LIQUOR CONTROL BOARD CERTIFIED CLASS 12 & 13 PROVIDERS

<p>CARE, Educational Institute (Controlling Alcohol Risk Effectively) PO Box 1240 East Lansing, MI 48826-1240 (800) 344-3320 pkeener@ei-ahma.org</p>	<p>ASAP Training, Inc (Alcohol Servers Approved Permit) 6824 19th Street West, Suite 329 University Place, WA 98466 (888) 777-8565 www.asaptraining.com</p>	<p>TIPS (Training Intervention Procedures) 1101 Wilson Blvd. Suite 1700 Arlington, VA 22209 (800) 438-8477 www.gettips.com</p>
<p>ALES (Alcohol Liability Ed. Services) 4217 NE 7th Ave Portland OR 97211 Clark & King Counties (800) 939-2537</p>	<p>A.E.S., Inc. (Alcohol Education Services) Blue Coyote Training 4800 SW Meadows Rd Ste 300 Lake Oswego OR 97035 (800) 503-3822 www.alcoholawareness.org</p>	<p>ATP (Alcohol Training Professionals) Christine Notaras 242 Green Street Walla Walla WA 99362 (509) 525-0740 notarasc@gohighspeed.com</p>
<p>WRA Washington Restaurant Association 910 Plum St SE Ste 200 Olympia, WA 98501-1587 (800) 225-7166 www.wrahome.com</p>	<p>Mike's Investigative Services Mike Hambelton 727 S Dennis Kennewick WA 99226 (509) 582-5062</p>	<p>Bar Code The Education Foundation of the National Restaurant Association 175 W Jackson Blvd Ste 1500 Chicago, IL 60604-2702 (800) 765-2122 ext 319</p>
<p>Peggy Dean Server Training 7928 187th SW Rochester WA 98579 (360) 273-8181</p>	<p>BTT- Bruce Dearborn 1749 13th Ave S Seattle WA 98144 (206) 235-9561 or (877)-784-5628 (509) 228-9393 (Spokane area) Bdearborn@seanet.com</p>	<p>Chris Smilanich Associated Behavioral Health Care 4701 41st Ave SW #120 Seattle WA 98116 (800) 858-6702 or (206) 935-1282</p>
<p>P.A.T. Ferguson Consulting Patricia Ferguson 3800A Bridgeport Way W Ste 300 University Place WA 98466-4400 (253) 566-3698 liquorlicenses@aol.com</p>	<p>Comedy Alcohol Certification Dave Dennison 9416 1st Ave NE #403 Seattle WA 98115 (206) 271-5233 www.alcoholcomedy.com</p>	<p>F.A.S.T. Melissa Burton 9624 Belmont Dr Everett WA 98208 (425) 773-2413</p>
<p>Norm Couthran Consulting Norm Couthran 17102 Canal Dr Yelm WA 98597 (360) 458-7417 www.ncconsulting.org</p>	<p>Training for Excellence Jan Mitchell P O Box 98002 Lakewood WA 98498 (253) 588-8848 Training4Ex@aol.com</p>	<p>Ohana Hospitality Services John Wolfer 1024 E 13th Ave Spokane WA 99202-2526 (888) 600-3083</p>

CHAPTER 8: MANDATORY ALCOHOL SERVER TRAINING

<p>Carrie Fleig Consulting Carrie Fleig 14329 86th Ln SE Yelm WA 98597-9440 (360) 458-5216 Fleigster02@ywave.com</p>	<p>CHASE Carol Hurless 5685 S Lenz Pl Langley WA 98260 (360) 321-0853</p>	<p>Len Riggs Alcohol Server Training Len Riggs 3718 204th St SW #H304 Lynnwood WA 98036 (888) 865-1900 www.lenriggs.com</p>
<p>A.C.T. (Alcohol Certified Training) Carol Mihalow 1842 NE 175th St Shoreline WA 98155 (206) 361-7594 cmihalow@comcast.net</p>	<p>Diversified Training Services Matthew Hibbard 2106 Frankfort St Richland WA 99352 (509) 430-3027</p>	<p>Critical Skills MAST Program Mario Torres P O Box 729 Richland WA 99352 (877) 734-0431</p>
<p>Listed above are the corporate offices of providers for class 12 or 13 permits. You may contact the numbers listed above for a recommended trainer and next available class in your area. For an up-to-date list log onto our website at www.liq.wa.gov and click on Licenses and Permits.</p>		

CHAPTER 9: ENFORCEMENT OFFICE LOCATIONS AND PHONE NUMBERS

PHONE NUMBERS

Bellingham (360) 676-2073; 1720 Ellis St., Ste. 210

Bremerton (360) 478-4500; Washington Mutual Building, 500 Pacific Ave., Ste. 501

Everett (425) 513-5114; 909 SE Everett Mall Way Ste. D-480

Kennewick (509) 734-7170; 4310 West 24th Ave., Ste. 2D

Olympia (360) 753-6271; 2420 Bristol Court SW, Ste. 102

Seattle (206) 464-6094; 4401 E Marginal Way S.

Spokane (509) 625-5513; 1303 W. Broadway

Tacoma (253) 471-4589; 6240 Tacoma Mall Blvd., Roberson Building, Ste. 208

Vancouver (360) 260-6115; 12501 NE 99th St., Ste A-100

Wenatchee (509) 662-0408; 100 9th St.

Yakima (509) 575-2763; 1222 S. 1st

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